



Tom Reilly
Attorney General

Office of the Attorney General
CONSUMER COMPLAINT FORM/TELEMARKETING SOLICITATIONS
Consumer Complaint and Information Section
200 Portland Street
Boston, MA 02114
(617) 727-2200 (617) 727-0434 (TTY)

THIS FORM IS FOR COMPLAINTS REGARDING TELEMARKETING SOLICITATIONS ONLY

Consumer Information:

Name: _____

Address: _____

City/State/Zip: _____

Daytime Phone: (_____) _____

Telemarketing Business/Complaint Against:

Name: _____

Address: _____

City/State/Zip: _____

Phone: (_____) _____

Name of person you spoke with _____

Date of call: _____ **Time of call:** _____ ☐am ☐p.m **Duration of call (minutes):** _____

Your home phone number that the telemarketer called, starting with area code: _____

You've made the request to put this home phone number on the "do not call list" on _____ (mo/day/yr)

Telemarketer's phone number was saved on Caller ID, message machine or voice mail: ☐yes ☐no

Telemarketing message was a recording/not a "live" person: ☐yes ☐no, it was an actual person

Telemarketer blocked caller identification: ☐yes ☐no ☐not sure

Telemarketer has called before ☐yes ☐no

-When? _____ (mo/day/yr); Did you tell them not to call again? ☐yes ☐no When? _____ (mo/day/yr)

Name of your local telephone company: _____

Name of your long distance telephone company: _____

PLEASE CHECK ALL THE BOXES THAT APPLY:

- ☐ You received an unsolicited fax
- ☐ Telemarketing call was made to your home number
- ☐ Your home phone number is on the "do not call list"
- ☐ You told the telemarketer that your phone number is on the "do not call list"
- ☐ Telemarketer spoke in an intimidating, threatening or otherwise inappropriate way
- ☐ This call was regarding a sale of goods, getting a credit card/line of credit or other marketing offers.
- ☐ You have bought this product before or subscribed to the service offered in the past
- ☐ This call was regarding elections/polls/surveys
- ☐ This call was regarding a telephone directory/directory assistance service
- ☐ This call was regarding a donation to a charity
- ☐ This call was regarding a form/brochure you have filled out at a store/mall/fair/other
- ☐ This call was regarding collection of money that a debt collector claims you owe
- ☐ This call was regarding an offer to meet with a salesman for a face-to-face presentation

During the first minute of the call, the telemarketer DID NOT:

- ☐ explain the purpose of the call
- ☐ give the name of the telemarketing company they are working for
- ☐ give the name of the company selling the product/service
- ☐ describe the goods or services they are selling

Before requesting payment, the telemarketer DID NOT:

- ☐ name the total cost of the product/service including tax, shipping and handling fees
- ☐ name all the restrictions or limitations having to do with your purchase
- ☐ name all the terms for a refund, return, cancellation, exchange or repurchase policies

(please continue →)

